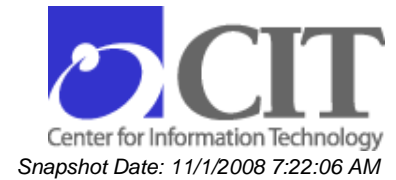


Customer Service Report for DCOB

For the period: Wednesday, October 01, 2008 12:00:00 AM to Friday, October 31, 2008 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	DCOB	Web	Other	DCS	DCOB	Other	DCS	DCOB	Other	To Close
ASR											
Colocation-ON	0	0	0	6	0	2	0	0	4	0	0
Other	0	0	0	5	0	2	0	0	3	0	0
Back Office Support											
Server Recovery	1	0	0	0	0	1	0	0	0	0	0
NIH Data Center											
Aperture Vista	0	69	0	3	0	42	0	0	30	0	0
Grand Total:	1	69	0	14	0	47	0	0	37	0	0

Total Tickets Closed:	37
Total Tickets Assigned/Pending/Checked Out:	47
Total Tickets Created:	84